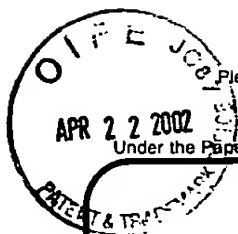


2163

Please type a plus sign (+) inside this box → ☐

PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Application Number	09/344,795
Filing Date	June 25, 1999
First Named Inventor	EVANS, Nicholas D.
Group Art Unit	2163
Examiner Name	J.A. Reagan
Attorney Docket Number	NESO:009

Total Number of Pages in This Submission 12

ENCLOSURES (check all that apply)

☒ Fee Transmittal Form PTO/SB/06☐ Fee Attached☒ Amendment / Reply☐ After Final☐ Affidavits/declaration(s)☐ Extension of Time Request☐ Express Abandonment Request☐ Information Disclosure Statement☐ Certified Copy of Priority Document(s)☐ Response to Missing Parts/ Incomplete Application☐ Response to Missing Parts under 37 CFR 1.52 or 1.53☐ Assignment Papers (for an Application)☐ Drawing(s)☐ Licensing-related Papers☐ Petition☐ Petition to Convert to a Provisional Application☐ Power of Attorney, Revocation Change of Correspondence Address☐ Terminal Disclaimer☐ Request for Refund☐ CD, Number of CD(s) _____☐ After Allowance Communication to Group☐ Appeal Communication to Board of Appeals and Interferences☐ Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)☐ Proprietary Information☐ Status Letter☒ Other Enclosure(s) (please identify below):

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name

H. Dale Langley, Jr.
Law Firm of H. Dale Langley, Jr., PC

Signature

H. Dale Langley Jr. /g

Date

March 12, 2002

CERTIFICATE OF MAILING

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Carolyn Firestone

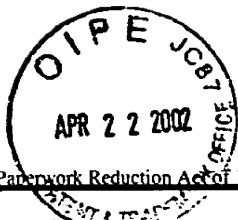
Signature

Carolyn Firestone

Date

3/12/2002

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PATENT APPLICATION FEE DETERMINATION RECORD

Application or Docket Number

Application Serial No. 09/344,795

Attr Docket No. NESO:009

CLAIMS AS FILED - PART I

(Column 1)

(Column 2)

SMALL ENTITY

OR

OTHER THAN
SMALL ENTITY

FOR	NUMBER FILED	NUMBER EXTRA
BASIC FEE (37 CFR 1.16(a))		
TOTAL CLAIMS (37 CFR 1.16(c))	minus 20 =	*
INDEPENDENT CLAIMS (37 CFR 1.16(b))	minus 3 =	*
MULTIPLE DEPENDENT CLAIM PRESENT (37 CFR 1.16(d))		

RATE	FEE
	\$ _____
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	

RATE	FEE
	\$ _____
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	

* If the difference in column 1 is less than zero, enter "0" in column 2

CLAIMS AS AMENDED - PART II

(Column 1)

(Column 2)

(Column 3)

SMALL ENTITY

OR

OTHER THAN
SMALL ENTITY

AMENDMENT A		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA
	Total (37 CFR 1.16(c))	*	27	Minus	** 45 = 0
	Independent (37 CFR 1.16(b))	*	3	Minus	*** 4 = 0
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(d))				

RATE	ADDI- TIONAL FEE
x \$ 9 =	0
x .42 =	0
+ _____ =	
TOTAL	0
ADDIT. FEE	

RATE	ADDI- TIONAL FEE
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	
ADDIT. FEE	

AMENDMENT B		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA
	Total (37 CFR 1.16(c))	*		Minus	** =
	Independent (37 CFR 1.16(b))	*		Minus	*** =
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(d))				

RATE	ADDI- TIONAL FEE
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	
ADDIT. FEE	

RATE	ADDI- TIONAL FEE
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	
ADDIT. FEE	

AMENDMENT C		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA
	Total (37 CFR 1.16(c))	*		Minus	** =
	Independent (37 CFR 1.16(b))	*		Minus	*** =
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(d))				

RATE	ADDI- TIONAL FEE
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	
ADDIT. FEE	

RATE	ADDI- TIONAL FEE
x \$ _____ =	
x _____ =	
+ _____ =	
TOTAL	
ADDIT. FEE	

* If the entry in column 1 is less than the entry in column 2, write "0" in column 3.

** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20".

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3".

The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

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PATENT
Docket No. NESO:009

#6/A
4/25-02
Hall

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:
Nicholas D. Evans

Serial No.: 09/344,795

Filing Date: June 25, 1999

Entitled: ELECTRONIC CUSTOMER
SERVICE AND RATING
SYSTEM AND METHOD

§
§
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§
§

Group Art Unit: 2163

Examiner: Reagan, J.A.

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TO: Commissioner for Patents
Washington, D.C. 20231

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Date of Deposit March 12, 2002

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Carolyn Firestone
Carolyn Firestone

RESPONSE AND AMENDMENT

Sirs:

Responsive to the first Office Action mailed on December 12, 2001, the statutory period for response set for March 12, 2002, Applicant respectfully submits the following response and amendments.

IN THE CLAIMS:

Applicant herewith submits separate clean claim sheets, with versions of the claims pending after the amendments herein.

Cancel claims 26-32 and 36-45, without prejudice.

Cancel claim 1.

Amend claims 2, 15, 16 and 19 as follows: